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TC HOA Board Meeting Dec. 20, 2007 (6:00 PM)

Participants: John Clock, Ken Patrick, Judy Brewster, Jennifer Nearing, Gayle Voyles, Linda South, and Cynthia Selder.

President South began the discussion of holiday office hours. The Tiehen Group will be closed on December 24th and 25th; are there any objections that the phones would be forwarded to Tiehen where no one would be answering the calls? John Clock shared that emergency calls would be acted upon. There were no objections.

Carolyn McKelvey has offered to stand in for Saturday morning activities. The board unanimously agreed that she should be given a key to the clubhouse.

President South then welcomed Mike, from Epic. She then asked him to address the issues that Jennifer shared with him via an e-mail. Mike asked board members to stop him if they had questions or comments as he discusses the issues. This is the best way to explain; Mike said he would educate us of the industry standards for many of the issues we raised.

All landscaping needs improvement; some related to irrigation issues, but not all. The first year that Epic has a new contract we kind of do nothing except what is listed in the contract. We try to get a grip on the property and start planning on where we'll be going in the future. We work with you to stay in your budget, but try to help increase your property value.

Grass is looking worse: Mike explained that no one will ever beat Epic's fertilization plan, and that it takes two to three years to see a significant improvement.

Ken Patrick asked why the grass appeared worse than the previous year. Mike stated that it probably takes an untrained eye three years to see the difference. You first see it look worse; majority of weeds are green. Many weeds are green; when we kill them all your turf looks bad because of the amount of the green being taken out/killed. Dandelions are bi-annual; some carry over; crabgrass will take time, too. Mike said that he needed the board's help in making an effort to provide money for reseeding the areas where weeds have been eliminated. We'd have to seed each year. It becomes a process. Mike continued to say that at his own home he doesn't fight the weeds with chemicals, but increases the quantity and quality of grass, which then crowds out the weeds. This is a slow process, but better. He continued to say that out of all of the apartment complexes Epic does, very few actually do seeding annually.

In respect to walking the property, we do that, but it won't be evident within the first year. Landon is on the property, but will be more evident during this upcoming year. We have to make sure we set everyone up with mowing, mulching, etc. so we are profitable. The next year, we deal with more of these issues. Mike then explained that the board would be flooded with bids – informational bids-- probably \$40,000 to \$50,000 worth of

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bids telling us what is going on with our property. The first thing will be a dead plant tree and shrub removal plan. We'll note it and give you a bid for the process. Removing dead trees isn't part of the contract.

President South shared that Cynthia already had a notation of all of these dead plants and suggested that Landon should visit with Cynthia first. Mike continued to say that Landon will audit the entire complex and detail the location of all of the trees and/or shrubs that need to be replaced. Judy Brewster asked if the Association would have the option to do part of the plan, if we couldn't afford to do all of it. Mike said, yes.

Mike said that next year, capital improvement kind of stuff will be handled; things like reworking the front entry of our complex. He continued to say that Epic first goes for foundational issues (drainage and turf replacement) and then for beautification. He shared that the first year Epic gets a grasp of the complex; the second year Epic produces several bids; for their protection and for ours. If they have bid it, then the association knows that the landscaping contractor has recognized the problem and given a bid.

Mike then explained that onion grass is not a selected weed in the industry standard. Standard lawn maintenance contract only covers certain weeds (not foxtail, nut grass, or onion grass); chemicals are very expensive for those weeds. A board member asked if we could do partials/sections, and he responded, yes. Crabgrass – if that is truly an issue (bad time to look at) usually after two years of application we see progress—if followed up with seeding.

Dead sections of turf; there should be a large improvement; irrigation system went through a major rehab this year. I saw a report that showed much of the money on that project was during the end of the year. We need to figure out how this works and then diagnose the problem. President South shared that the board hadn't approved several repairs until mid-year. I think \$10,000 worth of repairs was approved sometime around October. We didn't have full usage of the irrigation last year.

Ken Patrick - you do shallow watering 3 or 4 times a week. K-State says deep watering less often is the preferred method. Mike agreed with Ken. It is the nature of the beast; we water to maintain green turf; green turf sells. How do we get green turf? Mike said that Epic could micro manage watering more, but that our Association can't afford that. Mike continued to say that Epic set our irrigation system clocks for us and didn't charge for that, which takes probably 1.5 hours. Landon checks the clocks at least once a week. He continued to say that Epic set the days and times. Industry standards: set clocks working back from 100 degrees (6-7 times a week); 90 degrees 5-6; 80/4-5 times a week; 70s were at one to two days a week. We follow that schedule to keep your property green. If you micro-managed (based on his model) you'd be resetting your clocks really often, which costs money. It would take two hours per day.

Ken – no matter what you are better off doing two deep waterings twice a week.

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Mike - Strong turf, not green turf. There will be some death; not all roots are 5 to 6 inches down. The others only 40% of the way down would be brown on top. If you want green you must follow the industry standard. We do surface water...that is a fact; that is the only way we could manage it.

President South then asked about certain areas that do get over watered. These areas cause problems when mowing in the mud. That is something we need to work on. Mike shared that our irrigation system only had four clocks on the complex. Mike's suggestion was to tell Landon that he needs to find out which zone of the clock that area is located. He said that there are usually 30 zones per clock; easily over 140 zones on this property. Mike said that Landon would need to talk with Cynthia and let her know he's playing with the system and watching to see if the changes are improving the situation. The one thing about our industry, when irrigation guys lay out irrigation systems we don't do it the way it should be in the Midwest. Plateau, valley, hill would be correct; we lay a zone like that which causes the river. Watering can't be changed for just one type of region; one benefits with changes and another suffers. President South asked Mike if there were any other issues that he could quickly talk to the board about. We have about 5 more minutes.

Mike – missing in landscape; he'll tell Landon, but it will cost more money. Plants around the clubhouse need improvements – more money. He said Epic needs to understand what *type of plants* we wanted. President South asked him how soon they'd need to know and he responded by saying, next week. She continued by explaining that Cynthia needs to be informed of everything going on across the property. Mike said he needs us to have faith in his guy. His number one goal is to see improvements and that we're happier with how our landscaping issues are being handled.

The board quickly showed their concern for insects and edging not being done properly. Mike said that Cynthia and Landon need to get that communication structure down and that Landon should call back within 24 hours to address the issue with Cynthia.

A board member asked why Epic couldn't train their mowers to be alert for potential landscaping issues. Mike responded by saying that no one does more training than we do. The cup is completely full. We don't train them anywhere past that. Years and years ago, when I started having account managers is because I could get a grasp on how to make our company different than other landscaping companies.

Judy Brewster shared that the last company's workers couldn't cut a level bush if they tried. Yours have trimmed them level. Mike said they first train their workers on mowing and then trimming bushes. The board again stressed the problem with large ruts from mowing when wet and from workers not being careful when they turn. Mike shared that if we report the damage they will repair it at their charge. A board member shared that homeowners still have to live with the ugliness. Mike said that it costs \$2,040 to oversee the 62,000 square feet of grass. It is guaranteed that it will come up. You'll never find anyone who will take care of things as well as we do.

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Mike ended by saying that the number one thing I have to make happen is that we don't over water the low areas. Ken asked if there was enough water pressure to make sure the watering was done early in the day.

Mike explained that was probably not the issue; if we built the property today it would have at least 10 clocks/30 zones. Watering throughout the day is probably due to the low number of clocks for our property. Today; one clock per three buildings is the usual.

Ken – if we could get water done in early morning it would be better. Mike – I bet he starts at 8 or 9 at night and they still run in the morning. He's planning on syringing next year (probably); that means if he has six zones set for 30 minutes; he'll set up 8 pm for 15 minutes and then at the end of the watering cycle water that area the other 15 minutes. That would be helpful. Mike stated that Epic doesn't usually do this until they know the property better.

Mike then thanked the board for letting him come address their concerns. The board members thanked him.

Linda South: **18J – owner knows she's responsible for paying for her floor – due crack in the floor. Her concern was to have the building's foundation checked.** Cynthia (i) building exterior, foundation (including concrete slab) – President South – said surface crack isn't an HOA foundational issue. If the whole building buckles, due to a stream, then it is an HOA issue. It would have to be bad buckling of the concrete.

The homeowner of 18J is concerned with *the building* itself. Are there other units affected. She's bottom floor on the end (J) issue. Ken: If it is the structure that is settling then it would be an HOA. Cynthia stated that the ceramic tile had been pushed up a quarter of an inch.

President South: Ken makes a good point. Do we want to have an engineer come in? The only problem is that if it is buckling near the wall, she might be the only one having the problem now. Maybe we could do further investigation; look at the unit above her for signs before we get an engineer out.

There must be some guidelines to follow; Ken thought it might be something we should look at. Linda South suggested that Cynthia and John conduct further investigation with what is happening upstairs. Of course, Cynthia would explain why she wanted to examine the upstairs unit, but in a way not to alarm the homeowner.

Budget – John will introduce during the annual meeting.

The person who owns the biggest amount has been paying regularly. Everyone who owes money has been sent letters.

Here is the copy of the Time Warner Contract; study – doesn't expire until May 18th. We need to make a decision 90 days prior to that. If we have any issues we can talk with a

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representative. John Clock asked if there were any other issues that board members needed to discuss.

John – We just received the bill from Epic for the ice storms for \$4,000. Treating the driveways was one thing, but treating the sidewalks (three different times) was ½ of that. We didn't do that on other properties.

Paint – email yesterday about the repairs from the sprinkler system leak. Painting Division ad the lowest bid; does the board want to offer them the job? Yes; the board unanimously agreed to have Painting Division do the repairs.

John Clock: Dredge the island issue; low bid refused to do it because it would damage their reputation. \$98,000 came back with \$34,000 for that area. John talked to the city to see if they would be dredging; they aren't, but we've contacted the company that Leawood plans to use for another property. Jim Kidwell stated that coming out and setting up to do that small of an area doesn't save that much money. The range of bids came in from \$85,000 – 141,000, with the last bid including building a sea wall. Dredging the entire pond would be outrageously expensive.

John then said that he had projected the remainder of the year expenses and that it looked like we'll end up about \$12,000 short. He stated that considering everything the board had dealt with this year that wouldn't be too bad.

Respectfully submitted,
Gayle Voyles,
TC HOA Secretary and Treasurer